



The Human Touch

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TOGETHER WE MAKE A DIFFERENCE

This is Alan Ormsby ... A 2005 Aging & Adult Services Production



Aging & Adult Services Director Alan Ormsby applauds Dr. Russell Clark, 104, at this year's Centenarians Day

By Elizabeth Sollis, Aging & Adult Services

2005 has been a year of great change for Utah Department of Human Services. Part of the change was Alan Ormsby's appointment as Division of Aging and Adult Services Director.

Ormsby joined the division in 2003 as Legal Services Developer. He consistently wowed people with his knowledge, wit and wisdom, thus, the promotion.

Alan was born in New Zealand, but has spent most of his life as a "Utah native." He left briefly to attain a Juris Doctorate from Quinnipiac University in Hamden, CT. After graduation he went right to work as an associate attorney for Murtha Cullina in Connecticut where he represented various nursing homes, assisted living centers and hospitals.

Luckily, as many native Utahns do, Ormsby returned to Utah two years ago to raise his family and begin his career with state government.

Ormsby is a bright, charismatic director who is passionate about ensuring quality resources for the state's aging population. Ormsby also has incredible leadership skills; a trait Fiscal Operations Director Vaughn Emmett observed when he shadowed Ormsby at Centenarian's Day.

"Alan smiles a lot," Emmett said. "He is warm, approachable, friendly – there is no pretense about him. Plus, he is good with the old folks – he mixed it up pretty good."

Others, who work closely with Ormsby, concur. When asked about their new director, employees said things like: "Alan is fair, honest and real," "a people person – he cares about others, their feelings and their comfort." They also believe Ormsby is "committed to improving the welfare of seniors and doesn't believe history should always be our guide in this process."

Questions asked of Ormsby during an interview brought some interesting replies.

Examples include:

- ◆ Favorite movie: "This is Spinal Tap"
- ◆ Favorite color: Black. "It is not a color – it is the absence of color and absorbs all other colors"
- ◆ Favorite food: Pho, a Vietnamese Noodle Soup

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Kelner Gets ‘Charged Up’ Seeing People’s Lives Improve

Working in disabilities “can’t help but charge you up,” said George Kelner, the Division of Services for People with Disabilities director since April. “It kind of reminds me of the ‘60s — not that that reflects my age — but it’s an exciting time to see a movement positively affecting the lives of so many.”

Kelner is a hands-on director who wants to be actively involved in reducing the long list of people waiting for services. His active involvement also means he keeps extremely busy.

Interrupted throughout the day with phone calls, appointments, meetings and people dropping by with various concerns demands creative organizational skills on his part. Kelner is an open-door leader, always accessible. He addresses daily demands by prioritizing his workload and maintaining a balance between work and personal life.

“When the work of the day becomes stressful, I change tasks,” he said. “It helps me to step back and gain new perspective. The work that we do can become very consuming if we let it. It’s important to keep a clear mind in order to look at things in different ways.”

When off the clock, Kelner is an avid fisherman.

“Fishing and the serenity of the out-of-doors allows me to relax and enjoy a sport that shifts my focus to something completely different than the demands in life. My favorite fishing spots are the Middle Provo and Green rivers,” he said. “I believe it’s so important to fill your life with activities outside of work; it’s how you keep a perspective on what it’s all about. I also enjoy jogging, cooking, gardening and collecting antiques.”

Balance, mentioned so often by Kelner, is what he strives for to manage and enjoy his varied roles in life. Finding time to reflect and gain different perspective is critical in working within the large Human Services organization. So is maintaining the peacefulness of life with family, friends and nature.

Asked what he believes fosters a strong organization, Kelner replied, “a lot of things.”



Division of Services for People With Disabilities Director George Kelner reflects on maintaining balance in his life

“People who are committed to common goals and believe in what they are doing are important as are people who share their ideas and opinions and recognize the talents people bring to an organization,” he continued. “I like working with a team and sharing ideas while recognizing the strengths and weaknesses from each person as they compliment each other in the process.”

Kelner joined the disabilities office in 1993 with a strong background in human services. He has worked with children at Primary Children’s Hospital and at the former Youth Corrections, now Juvenile Justice Services, in leadership roles. After 10 years with Youth Corrections, he moved to disabilities. He received bachelor’s, master’s and Ph.D. degrees from the University of Utah in recreational therapy and educational psychology.

Craig Monson ... Has Good Interview Techniques Down Cold



Craig Monson explains what he needs

**By Carol Sisco
DHS Public Information**

Craig Monson ambles into Paul Day's office, catches up on how Paul's life is going and then explains why he's there. It's a classic interview technique, and Monson has it down cold.

Monson, who directs the Human Services Office of Services Review, was tasked with updating the Department's Outcomes Report to tell the story of what we do.

"It's been written by social workers for social workers," Monson told Day, an assistant director in the Division of Services for People With Disabilities. "It's what we use to manage operations. We also want to use it to tell our story."

Monson interviewed people in each division and office to see what information they already gather, how they measure results and to figure out what else we need to measure. He also wanted everything in simple language.

Monson is non-threatening as he asks questions, shows a genuine interest and really listens to what Day says. He follows up with questions to make sure he understood. He asks questions about

the division's waiting list for services, how many people move off it yearly, how many get service, what things they need and whether they get what they need.

He learns about case evaluations that occur in disabilities, how the support coordinators fit in, how they visit sites where people are served. He asks for "little case stories" that can be anonymous but useful for telling the story.

Disabilities already measures most of the items Monson needs. So, he asks Day to hone it down into something, "Lisa-Michele can use to tell our story." Once he gets the information he'll put it together, show it to Division Director George Kelner and ultimately place it in the department-wide report.

As Monson sits down with his staff later that day to talk about progress in their regular case reviews of the Division of Child and Family Services, I notice one of the books on his desk is

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Craig Monson talking to his employees

Classic Interviewer...

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“Difficult Conversations.” Another old favorite is Strunk and White’s classic, “The Elements of Style.”

Once the briefing’s done, he visits Tom Dunford, the ombudsman for clients who have concerns about issues with the disabilities office. Dunford is working on a particularly difficult report where something just isn’t going right.

Monson listens a bit, looks at it and realizes what’s wrong: “Get your conclusion up top,” he says. “We need your charge paragraph up there.” It’s a sign of classic journalism, where your lead paragraph is your conclusion followed by supporting statements as you work down. And it’s written so that the least important information is at the bottom, just in case you need to cut it.

This is Alan Ormsby ...

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♦ Favorite hobby: Golf. It used to be swimming where he won the state championship in butterfly and freestyle

♦ Least favorite book: “Pride and Prejudice”

♦ First and Worst Job: Picking corn. He was paid 35 cents per bushel

♦ Work-related advice: In order to pick a good ear of corn, “make sure the tuff/silk is brown and wispy at the ends and clean and clear near the cob.”

Aging and Adult Services employees are delighted to have Ormsby lead their efforts to advocate for Utah’s aging and adult population.

“I want to prepare Utah for the mass change that will come with the demographic shift,” Ormsby said. “Our elders and their wisdom are an integral part of our society and culture.”

G’day Alan, we’re glad to have you in these parts!

Trying to Drop Weight? Ask for Dressing on the Side

Trying to live a healthy lifestyle takes some practice—especially when it comes to eating a better diet. If you are trying to count calories or limit your fat intake, here are a few pointers for dining in or out:

- **Watch the sauce.** Pay attention to the amount of salad dressings or other sauces you use. Order condiments on the side and add small amounts at a time so that you are in control.
- **Hold the mayo.** Instead, use spices, herbs and mustards for taste.
- **Get steamed.** Make or order foods that are baked, grilled, poached or steamed, rather than fried.
- **Make it veggie.** Dishes that contain lots of veggies or fruits are usually lower in calories and fat.
- **Get a doggie bag first.** Before you dig in, scrape some of that mega-portion into a doggie bag.
- **Mix it up.** One of the healthiest ways to eat is to include variety, moderation and balance.

—adapted from the National Restaurant Association Web site

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